

Finance & Operations Committee Meeting Minutes
December 17, 2018
9:30 AM – 11:30 AM

Board Members Present: Adela Flores-Brennan and Nathan Wilkes

Staff Present: Brian Braun, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, David Hague, Carolyn Pickton, Jackie Sanderson, Alan Schmitz, Lisa Sevier and Ezra Watland

I. Welcome & Introductions

Nathan Wilkes called the meeting to order at 9:30 a.m., welcoming everyone in attendance, both in-person and on the phone. The October committee meeting minutes were approved.

II. Executive Session

Mr. Wilkes entertained a motion to move into Executive Session to discuss matters concerning a personnel and/or contractual matter. A vote was called for and passed with unanimous approval.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(e) & (c) and 24-6-402(4)(f).

The Committee returned from Executive Session at 10:12 am.

III. OE6 Update

Preliminary numbers for OE6 as of December 17 are slightly ahead of last year, at 155,000 medical enrollments, close to 50,000 of these enrollments are auto-renewals. Approximately 17% of the enrollments are people new to the Marketplace.

The customers service center metrics include:

- Friday, December 14, 2018
 - 17% abandon rate
 - Average speed to answer was 22 minutes
 - Longest hold time – 40 minutes
 - 253 customers scheduled a call, receiving a timely call back
- Saturday, December 15, 2018
 - 12% abandon rate
 - 19.5 minute speed to answer
 - Longest hold time – 40 minutes
 - 163 scheduled calls
 - No hold times after 7:30 pm

IV. Investment Policy

The Committee conducted an annual review of the Investment Policy. No changes were made to the policy.

Currently, investments are a combination of money market accounts and certificates of deposit. Certificates of deposit interest rates are at the 2 – 2.5% range, and the money market accounts are at 1.5 – just over 2%.

Certificate of deposits are kept at one year, there is not much difference in interest beyond that and rates are flat after two years.

V. Procurement Update

The hCentive procurement was approved at the November board meeting.

The organization continues to work on the CGI contract. The contract will be an extension and is to include hosting, and maintenance and operations (M&O).

VI. Small Business Outreach Pilot

Connect for Health Colorado is working on an outreach pilot program that will allow the organization to better serve small businesses through the individual exchange. The program has started and will run through January 15, 2019.

The organization has always had a focus on building relationships in the business community. This program offers a more targeted and focused conversation on what the Marketplace can offer small businesses who have hourly employees; but aren't able to offer a rich benefit package to them.

Connect for Health Colorado has built a small business version of the Quick Cost Plan Finder (QCPF) tool. Additionally, information has been added to the small business page on the website which helps clarify the options available and a link to the QCPF tool.

Action Items

Staff will provide a preliminary update on the small business outreach pilot at the January board meeting.

VII. Public Comment

None.

VIII. Adjourn

Meeting adjourned at 10:46 a.m.

Respectfully submitted,

Nathan Wilkes
Committee Chair